Quest Software Support Services

When selecting an enterprise software provider, the strength and quality of its support services is as important as the benefits of the products. Quest Software Support provides expert technical assistance worldwide through highly experienced professionals, saving you time to focus on what's important to your business.

GLOBAL COVERAGE

We deliver a wide range of global support services through multilingual teams located throughout the world. Support is provided in English with local language accommodated when possible.

HIGHLY SKILLED ENGINEERS

Our customers consistently rank our support engineers as among the best in the industry. They provide deep product knowledge as well as extensive domain expertise.

COMMITMENT TO CUSTOMER SATISFACTION

We are passionate about resolving every issue to the complete satisfaction of our customers. Results from our support surveys consistently reflect high levels of customer satisfaction.

DIFFERENT SUPPORT LEVELS TO SUIT YOUR UNIQUE NEEDS

Quest Software Support accommodates connected solutions by providing a comprehensive support plan to suit any business organization. Whether there is an issue with software, the hardware part of an appliance solution or one of our cloud-delivered technologies, our support engineers will collectively work to resolve the issue quickly and effectively. We recognize how important our products are to your business environment, and we strive to help you maximize your software investment by offering a wide range of global support services to accommodate the varying needs of your organization.

"When I open a case, I'm confident that it will get routed to a person who knows the product inside out — and who will do whatever it takes to resolve the problem."

Clay Jackson, Linux/DBA Operations Manager, Darigold

BENEFITS:

- Global touch and hold model — one person manages issue through resolution

- Highly skilled and certified engineers are product and domain experts who interact at your skill level

- Commitment to customer success

- Multiple offerings to accommodate varying needs

- Robust Support Portal and knowledge content to resolve issues quickly and independently 24x7

Confirmit

ACE 2018 AWARDS

Achievement in Customer Excellence

ACE recognizes companies with outstanding feedback programs and commitment to increased customer, employee and partner satisfaction.

Standard Support

Standard Support is an extensive range of services, available Monday through Friday, during Quest Software Support business hours in a single geographic region.

24x7 Support

24x7 Support is the appropriate option if you require around-the-clock support coverage or support across multiple time zones. This service provides 24x7 support for severity Level 1 issues, including weekends and public holidays. All other severity level issues will be handled during local business hours.

24x7 Support is essential if you are performing critical IT operations such as performance monitoring, data protection, identity management or security. It is available for most of your products and mandatory for selected products. Contact your sales representative for further details.

Premier Support

Our highest level service offering is designed for organizations with complex environments that require a closer day-to-day relationship with our support team and a more proactive approach to technical assistance. Customers who select Premier Support receive 24x7 support, which includes faster response times, direct access to senior support engineers and a designated Technical Account Manager (TAM). Your TAM becomes your trusted advisor, acts as your go-to advocate for support issues and delivers a wide range of services tailored to your unique needs. Premier Support benefits include:

- Proactive, personalized support service
- Accelerated response times
- A designated TAM
- Increased ROI on your Quest software, appliances and cloud applications

ACCESS TO OUR SUPPORT PORTAL

In our Support Portal, support.quest.com, you can create and manage service requests, download new product releases and updates, and search for answers using our growing Knowledge Base of more than 100,000 solutions, FAQs, how-to guides, videos and discussion forum postings.
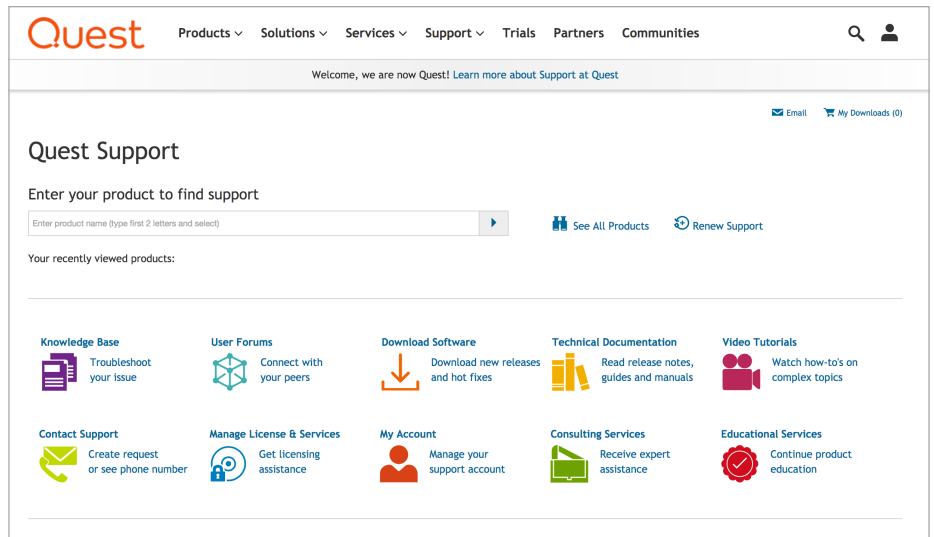
Support features	Standard Support	24x7 Support	Premier Support[1]
Maximum response time for severity Level 1 issues	1 hour	1 hour	30 minutes
Technical support coverage	Local hours	24x7 [2]	24x7 [2]
Online forums, documents, videos and knowledge base	●	●	●
Online service request management	●	●	●
Basic how-to and troubleshooting assistance	●	●	●
Latest software/firmware upgrades	●	●	●
Phone support	●	●	●
Email support	●	●	●
Chat support[3]	●	●	●
Collaborative 3rd party assistance	●	●	●
Initial target response times reduced by 50%			●
Direct access to senior support engineers			●
Designated Technical Account Manager (TAM)			●
TAM SPOC for escalation management			●
Proactive product updates and knowledge sharing			●
Monthly review calls and status reports			●
Proactive prevention of issues and mitigation of risk			●
Onboarding assistance, enablement and product adoption			●

Support is provided in English with local language accommodated when possible. There are some products that require 24x7 Support. See your sales account representative for details.
[1] Not available on all products. Contact your sales representative for details.
[2] For severity Level 1 issues. Support calls will be handled by regional support teams during local business hours and managed by the global support queue outside those hours.
[3] Not available on all products and regions.

Quest

SUPPORT PORTAL FEATURES

- Simplify navigation with personalization, including tailoring the My Account page to your specific products

- Quickly find answers with federated multi-source knowledge articles, videos, documents and more

- Conveniently locate product information with a support page for each product

- Share information with peers and product experts in user communities

- Stay up to date by easily downloading new releases and updates

- Get interactive support via the chat function

- Easily log issues and track resolution progress with online service request management

Get more information on how to use the Quest Software Support Portal by viewing our "Getting Started" tutorial videos.

ADDITIONAL SUPPORT SERVICES

If at any time your business demands a customized level of support, we can help you find a service that better fits your needs. Visit our Support Portal for more information about our additional value-added support services.

ABOUT QUEST

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats and regulatory requirements. Our portfolio includes solutions for database management, data protection, unified endpoint management, identity and access management and Microsoft platform management.

> "The Quest Software Support engineer was very helpful and my problem was fixed quickly. Compared to other vendors, this has been the best support experience I've had for a while."
>
> *Sean Ryan, Senior Oracle Database Administrator, Bausch & Lomb*